

## AMENDMENTS TO THE CLAIMS

Claims 1-17 (cancelled).

18. (New) A public sector benefits realization method for use by a public sector organization comprising the steps of:
- a. generating a public sector benefits realization program for selecting and implementing a particular technology having one or more potential benefits, one or more actual benefits, and a value to the public sector organization;
  - b. integrating the public sector benefits program into a benefits framework for determining a mapping and a set of value drivers for the organization;
  - c. developing the mapping of the organization by analyzing one or more tasks of the organization and mapping the task into one or more subgroups;
  - d. developing the set of value drivers for maximizing the value of the technology, by using the mapping to evaluate the potential benefits of the technology;
  - e. integrating the technology into the benefits framework of the organization to create a particular integration of the technology;
  - f. generating a set of predicted benefits having a value for more closely predicting the actual benefits realized by implementing the technology, by analyzing the particular integration of the technology;
  - g. developing a benefits delivery plan for delivering to the organization: an implementation scheme for ensuring the particular technology is implemented, and a monitoring routine for ensuring the predicted benefits of the technology are realized; and
  - h. implementing the technology and monitoring the actual benefits realized by using the technology.

19. (New) The method of Claim 18, comprising the step of evaluating the value drivers for selecting the particular technology from a list technologies.
20. (New) The method of Claim 18, wherein the subgroups comprise specific functions and processes.
21. (New) The method of Claim 21, wherein the subgroups comprise activities.
22. (New) The method of Claim 18, comprising the step of evaluating the predicted benefits to determine specific details of the benefits delivery plan.
23. (New) The method of Claim 20, comprising the steps of: providing a list of functions for the mapping; considering a first task of the organization; and determining which function from the list of functions most closely resembles the first task.
24. (New) The method of Claim 23, comprising the steps of: considering a second task of the organization, and determining which function from the list of functions most closely resembles the second task.
25. (New) The method of Claim 23, comprising the steps of: providing a list of processes for the mapping, and determining which process from the list of processes most closely resembles the first task.
26. (New) The method of Claim 25, comprising the steps of: providing a list of activities for the mapping; and determining which activity from the list of activities most closely resembles the first task.
27. (New) The method of Claim 18, wherein the step of developing the set of value drivers comprises the step of assessing which subgroup will be transformed by the particular technology and determining how the subgroup will be transformed.
28. (New) The method of Claim 18, wherein the step of developing the set of value drivers comprises the step of assessing a likelihood that the potential benefit will be realized if the technology is implemented by the organization.
29. (New) The method of Claim 18, comprising the step of evaluating the value of the predicted benefits of the technology by:

- a. benchmarking (B) the total cost of the potential benefit;
  - b. determining an expected conservation of resources expected (E) to be conserved through implementing the technology;
  - c. assessing a probability range (P) for realizing the conservation of resources; and
  - d. calculating the value of the expected benefits by determining an expected benefit for the technology expenditure by calculating  $B \cdot P \cdot E$ .
30. (New) The method of Claim 18, wherein the step of generating a set of predicted benefits comprises:
- a. adjusting the potential benefits of the public sector benefits realization program to account for possible benefits that may not be realized by the benefits framework; and
  - b. adjusting the public sector benefits realization program to account for future benefits that will not be realized when the technology is initially integrated.
31. (New) The method of Claim 18, wherein the benefits delivery plan comprises business change details, expected levels of changes, stakeholder analysis, measurement criteria, timing, responsibility, and assumptions.
32. (New) The method of Claim 18, wherein the step of generating a benefits delivery plan comprises approving and formalizing the benefit delivery plan.
33. (New) The method of Claim 18, wherein the step of generating a benefits delivery comprises consolidating two or more benefit delivery plans to form an organization benefits realization program.
34. (New) The method of Claim 18, comprising the steps of monitoring the realization of the actual benefits by:
- a. implementing the benefit delivery plan;
  - b. providing a set of tools and templates for tracking realization of the expected benefits;

- c. adjusting and tuning the technology to maximize realized benefits of the technology;
  - d. monitoring the benefit delivery plan for changes in functionality of the technology; and
  - e. adjusting and tuning the public sector benefits realization program to address changes in the functionality of the technology.
35. (New) The method of Claim 23, wherein the list of functions comprises the following functions: strategic management, financial management, revenue management, human resource management, resource management, procurement management, facilities & asset management, corporate data management, systems management, and e-government management.
36. (New) The method of Claim 35, wherein the strategic management function comprises the following processes: organizational strategy, program formulation & planning, program management, and corporate intelligence.
37. (New) The method of Claim 35, wherein the financial management function comprises the following processes: organizational strategy, program formulation & planning, program management, and corporate intelligence.
38. (New) The method of Claim 35, wherein the revenue management function comprises the following processes: taxpayer records management, forms management, tax assessment, tax billing, non-tax revenue, revenue accounting, and payments & collections.
39. (New) A public sector benefits realization method for use by a public sector organization comprising the steps of:
- a. generating a public sector benefits realization program for selecting and implementing a particular technology having one or more potential benefits, one or more actual benefits, and a value to the public sector organization;
  - b. integrating the public sector benefits program into a benefits framework for determining a mapping and a set of value drivers for the organization;

- c. developing the mapping of the organization by: providing a list of functions for the mapping; considering a first task of the organization; determining which function from the list of functions most closely resembles the first task; and mapping the task into one or more functions; and
  - d. developing the set of value drivers for maximizing the value of the technology, by using the mapping to evaluate the potential benefits of the technology.
40. (New) A public sector benefits realization method for use by a public sector organization comprising the steps of:
- a. generating a public sector benefits realization program for selecting and implementing a particular technology having one or more potential benefits, one or more actual benefits, and a value to the public sector organization;
  - b. integrating the public sector benefits program into a benefits framework for determining a mapping and a set of value drivers for the organization;
  - c. developing the mapping of the organization by analyzing one or more tasks of the organization and mapping the task into one or more subgroups;
  - d. developing the set of value drivers for maximizing the value of the technology, by using the mapping to evaluate the potential benefits of the technology; and
  - e. evaluating a value of a predicted benefit of the technology by: benchmarking (B) the total cost of the potential benefit; determining an expected conservation of resources expected (E) to be conserved through implementing the technology; assessing a probability range (P) for realizing the conservation of resources; and calculating the value of the expected benefit by determining an expected benefit for the technology expenditure by calculating  $B \cdot P \cdot E$ .